

WorkFirst Lean 1-6 COMMON THEMES

September 2014

EVENT	THEME	CURRENT ISSUE	ACTION	COMPLETED BY	CSD FOLLOW-UP	RESULTS
WF1-11(17)	Participation with ESD	Refer backs due to child care/transportation needs	Child care and transportation will not be required for a client starting job search	Yes	None needed	New updates in WF Handbook to support on 7/14/14.
WF1-21	Co-location	Communication/consistency issues	Pairing DSHS/ESD Workers	Yes	None Needed	ESD and DSHS drafted documents for each office indicating point of contacts for better communication.
WF1-22	Communication	Motivation issues for clients	Celebrate success, even small ones	Yes	Working with Shawn Hartline to collaborate the installation of TV monitors for lobby wait times with the video. This video will be broadcasted along with lobby wait times in 2 minute snippets	Video of success stories of WorkFirst participants
WF1-28	Continuous Activity Planning (CAP)	Unnecessary refer backs	Require ESD to contact case manager before referring client back when working part-time.	Yes	none needed.	This message was delivered at the Workfirst Teleconference by Ken Koernke as best practices.
WF1-3	Participation with ESD	Job search churn is high in 12 weeks	IRP captures 24 weeks job search	Yes	Debbie will decide about communication to the field as Region 1 is currently doing this in some CSO's	This will not be going forward as there is not benefit and does not match with participation requirements

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WF1-30	Participation with ESD	Drop off or wait times between DSHS and ESD participation	Limit referral time lag to orientation	Yes	None needed	Better efforts are currently being made to encourage the client to attend JS Orientation ASAP.
WF1-31(8,9)	Participation with ESD	Drop off between DSHS and ESD	Better marketing during CE/IRP, DSHS clearly communicate with parent as to what the ESD expectations in job search are	Yes	None needed	Pilot completed, results showed no change. WF Orientation covers this now. Not going forward.
WF1-4	IT Enhancements	Drop off between DSHS and ESD	Standardize scheduler statewide for use by WFPS for clients going into job search	Yes	None needed	CR-228245 has been prioritized/ release priority is 12.
WF1-6	Participation with ESD	Duplication in process	Standardize process for communication between ESD and CSO and start work verification	Yes	None needed	ESD was notified at their monthly WF Teleconference that best practices are to verify employment when possible and make sure documentation is in eJAS.

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WF1-7	Continuous Activity Planning (CAP)	Communication difficulties between agencies	10-12 week case staffing with WFPS to discuss client status	Yes	None needed	New procedures were developed for clients who have been in JS for 10 weeks. Report will be run weekly to identify these clients so ESD and DSHS can set up a CAP. Notification to ESD was presented at the Workfirst Teleconference.
WF2-1	WPR	Redundancy	Review and fix overlap in the ACES data warehouse, federal reporting tables and federal reporting process in RDA	Yes	None needed	Development of a new process will take approx. 12 months. The existing and new process will be run in tandem for a few months to verify accuracy.
WF2-10 (14)	WPR	Not enough education to staff about the process	Engage TANF employee into (WPR) reporting activity	Yes	None needed	OFM, EMAPS and RDA worked together to have better understanding of data. Changes were made to the WPR report that resulted in improved data storage. May revisit at a later time if needed.

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WF2-11(22)	Communication	Not enough hours captured at end of the month	Tips to staff when losing hours	Yes	None needed	Monthly tips on the WF website will be starting in September. This will expand to incorporate some of the other ideas that have come out of other WF lean events. The tips won't be strictly on federal reporting but be broader based
WF2-13	Capturing Participation Hours	Not accurate data always collected	Collect better history on sanctions if that is needed for proper calculations	Yes	None needed	New report was developed for collecting numbers for sanctions
WF2-19	IT Enhancements	Lack of standardization	Develop standardized definition of WorkFirst cases instead of EMAPS OFM and WPR	Yes	None needed	Standardization between RDA, EMAPS and OFM on definition of WorkFirst Cases
WF2-2	Training	Need good data	Ensure WorkFirst 3 coming up understands this process	Yes	None needed	Presentation to WorkFirst 3 on the WPR

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WF2-23	Capturing Participation Hours	Low participation rates	NCP information	Yes	None needed	After reviewing the data, the workgroup stated there was a little chance that this would make a significant difference to the WPR.
WF2-24(9)	WPR	Needs simplification of process and the complexity of the report	Drop the initial look at WPR and do not publish the first numbers	Yes	None needed	Once KPIs are in place, RDA will no longer be forwarding the initial report percentages
WF2-4	WPR	Needs more automation and awareness	Identify Key Performance Indicators and separate internal reporting from feds and dashboard	Yes	None needed	A data warehouse is being created to monitor KPI's
WF2-5	WPR	Long hours and no one to cover	Need more back up staff	Yes	None needed	Hiring process has started as there is now a job announcement for this position
WF2-7	IT Enhancements	Long run times, over 24 hours to run a program	Faster run time, dedicated computer server, priority bandwidth, failing wire, bubble gum RAM	Yes	None needed	Updated computer server
WF3-11 (40,5)	Participation with Education Partners	Lack of information on how to verify hours	Standardize verification forms, mainly at the schools, Define what is needed to verify documented hours	Yes	None needed	Implementation of new verification forms is set for Fall qtr.
WF3-12	IT enhancements	Lengthy time for data entry, multiple screens	On EJAS reporting screen, be able to see client's component hours as well as homework hours	Yes	Take to IT triage once AWR is on schedule.	AWR submitted 9/2/14.

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WF3-13	IT enhancements	Redundancy and something not getting done	Update ACES to capture historical hours without having to do it manually	Yes	None needed	Can not go forward due to Federal Regulations.
WF3-14	IT enhancements	Lengthy time, inaccurate	Hover dates in EJAS auto-populate on reporting actual hours screen	Yes	Take to IT triage once AWR is on schedule.	AWR submitted 9/2/14.
WF3-2	IT enhancements	Duplication of work	Case notes populate to other areas to reduce duplicate entry	Yes	None needed	Not going forward, workgroup could not explain any benefits to this Kaizen.
WF3-20	IT enhancements	Waste of time	Auto mailing the Monthly Participation form for non-contracted providers	Yes	None needed	AWR- CR-257435, release priority 20.
WF3-21	Capturing Participation Hours	Lack of hours turned in timely, lack of accuracy	Client incentives to turn in hours of participation as well as participating in accordance with their IRP	Yes	None needed	Legislature approved a 15% financial incentive for TANF clients that are meeting their IRP requirements. Set to be implemented in April 2015.
WF3-22	IT enhancements	Unable to enter into employment screen, accuracy issues, time	ORIA and SBCTC access to employment information screen on EJAS	Yes	None needed	AWR- CR-257431, release priority 16
WF3-32	IT enhancements	Time waste	Allow Partners and staff to enter actual hours of participation in eJAS more rapidly by entering multiple entries and saving information for entire page rather than one by one	Yes	None needed	AWR - CR-257428, release priority 12
WF3-35 (34)	Training	Lack of training	Training in house on how to enter actual hours, Instructional eJAS guides and Q&A's on how to enter actual hours available to everyone	Yes	None needed.	Training in place in all 3 regions for entering actual hours

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WF3-38	Co-location	Difficulty for clients to participate	More co-location of partner staff	Yes	Combined with WF5-51 and WF4-2.HQ is retrieving more information for Babs	
WF3-39	Participation with ESD	Time waste	Prefill job log or assignment sheet	Yes	None needed.	New job log was developed for Commerce clients in job search. Power point training was produced and subsequently a training with all Commerce employees on 8/26/14. They are going to continue to grow with this form and have now decided to bring in an Excel Spreadsheet for employees to use.
WF3-51	Capturing Participation Hours	Delay in capturing hours	Educate Commerce partners to create employment screen	Yes	None needed.	Addressed through training in Commerce 6/16/14-6/20/14
WF3-52	Capturing Participation Hours	Lack of capturing hours	Even if client in CJ, make sure DSHS is tracking drug and alcohol or other confidential activities to capture countable hours	Yes	None needed.	After reviewing the WPR and the current policy, it was determined there is now value in this change.
WF3-56	Policy	Gaps	Review current plan and look for loop holes, modify the state plan	No		

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WF3-59	Capturing Participation Hours	Accuracy issues	Soft edit in ACES when client estimate is used	Yes	None needed	AWR submitted is a duplicate from WF3-7 and will not go forward.
WF3-6	Capturing Participation Hours	Capturing hours that may be currently lost	RA's should have a way to automatically add to 30 hours	No		
WF3-7 (25,43,50,49,9)	Capturing Participation Hours	TANF cases being closed actual and historical participation hours entered.	Improve notification of TANF closure by call center, WFPS is only person to close TANF, Cannot close before work hours entered by WPS. Have DMS send employment verify and stop work form to the WFPS in addition to financial worker. WFPS name listed in barcode so call center can contact for EV	Yes	Donelle is working on updates to the handbook, staff memo is being developed. Tuesday policy call will be scheduled once implementation date is known.	Auto tickler to CM when case is closed for codes 552, 557, 331, 334 through barcode so WFPS can input any income and historical hours.
WF3-8 (26)	IT enhancements	Don't know cases are closed, and overpayment to clients, lost participation hours if case closed due to error of missing mid cert review etc.	Notification to partners when case closes in ACES or EJAS	Yes	None needed	Not approvable per Babs
WF4 -31	Training	Standardization	Review sanction refer back guidelines we would all adhere to (common understanding)	No		
WF4-1 (29,33,28)	Participation with Education Partners	Sending client back to DSHS for support services	Give colleges support service dollars	Yes	None needed	SBCTC has not approved this change due to impact on staff. May be accomplished by WF4-2, if approved
WF4-11 (3)	Participation with Education Partners	Lack of identification of student issues, barrier removal	Both CSD and colleges well trained and use a self efficacy model	Yes	At CSD HQ for vetting	

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WF4-12 (5)	Participation with Education Partners	Referral process issues	Program information delivered to clients by DSHS and the colleges in several formats at orientations	Yes	Sent to Debbie for cost review	
WF4-13	Participation with Education Partners	Participation/barrier removal	Peer mentors or supports (possibly mentoring as a WEX)	Yes	Waiting for budget approval	
WF4-15	Participation with Education Partners	High drop out rate in 1st quarter	Permit student to focus on classes even when only part time without participating in another activity	Yes	None needed	AWR is rejected as workgroup could not explain any benefits to this Kaizen.
WF4-2	Co-location	Lack of access for support services	Case manager on campus to deal with support issues	Yes	Combined with WF3-38 and WF5-51, 8/26/14 as one document. Retrieving more information for Babs	
WF4-21	Continuous Activity Planning (CAP)	Barrier removal	Encouraging improved utilization of CAP use for students	No		
WF4-23	Participation with Education Partners	Lack of value added activity	Evaluate the value of the E and T worksheet or revise it	No		
WF4-27	IT enhancements	Participation/barrier removal	Auto notification to partner who is assigned to case when case staffing is scheduled	yes	None needed	Duplicate of WF3-26, 28
WF4-35	Participation with Education Partners	Inconsistency/ retention/communication	Provide clear policy guidance for consistent WF college experience (mandatory policy vs. flexible policy), policy review and clarification that support educational outcomes	Yes	Currently being vetted by HQ	
WF4-37	Communication	Communication and consistency	Quarterly WF joint college/all DSHS WF staff meetings	Yes	Proposal to Debbie	
WF4-39	Training	Loss of child care	Training staff on gap policy (child care) for informing participant	Yes	None needed	Start updated on Weekly Tuesday Call about current Gap policy for childcare on 9/2/14

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WF4-4	Participation with Education Partners	Unidentified disabilities	Learning disability assessment	Yes	Waiting for budget approval	
WF4-42	IT enhancements	Work around, rejecting an RA when needs to be accepted	Flag accepted referral as a priority task	Yes	None needed	Workgroup determined that there is already a process that addresses this issue in place so will not be going forward. Sent for WF Tips update as reminder to staff
WF4-44	Training	Retention, refer backs	Consistency on application of sanction rules and implementation	Yes	At CSD HQ for vetting	
WF4-7 (38)	IT enhancements	Participation/barrier removal	Add option on the Magenta flag notification in eJAS to indicate if this is informational only or if WFPS needs to complete an action.	Yes	Take to IT triage 9/18/14	AWR 261229Better communication between partners and DSHS when the Magenta Flag alert is sent to eJAS
WF4-8	Participation with Education Partners	Quarterly E and T, transportation and child care ending at each qtr.	Align IRP to the education plan at the time of enrollment	Yes	Sent to Debbie for cost review	
WF4-9 (22)	Break Activities/Life Skills	Lack of basic skills	Develop with the colleges programs on a statewide basis that give WF clients basic skills to meet them where they are at. Funding for life skills	Yes	At HQ for budget approval	
WF5-11	IT enhancements	Wait times and no easy view of client movement	Develop monitoring report of the client flow instead of snapshot	No		
WF5-12	Break Activities/life skills	Loss of hours	Activity during breaks at the colleges and year round	Yes	None Needed	SBCTC will not allow as a stand alone option at this time.
WF5-13	Break Activities/life skills	Transition gaps	Year round activity across the board for short gaps	No		

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WF5-14	Break Activities/life skills	Lack of understanding	Clarification on break responsibility	No		
WF5-16	Capturing Participation Hours	Long wait times for appointments	Shorten timeframes with clients for appointments	No	With Debbie at HQ	
WF5-18	Policy	Unprioritized responsibilities	Less non-WF eligibility time spent by WFPS to allow time for case management	No	At HQ for more information gathering.	
WF5-19	Training	Unstandardized work	Review the referral process for increased standardization	No		
WF5-2	Policy	Transition gaps	Allow partners to print and review with the client and sign the IRP instead of client going to the CSO to update the IRP	No		
WF5-21	Policy	Rework	Create one auto populated IRP for all commerce activities	Yes	None needed	HQ has reviewed this and this IRP will not meet guidelines
WF5-24	Policy	Time management	Longer IRP when appropriate	No		
WF5-25	Capturing Participation Hours	transition gaps	client not being pulled from core when not complying with another program	No		
WF5-26	Communication	lack of opportunities	More activities to send clients to within the partnership (not just recycling through JS)	No		
WF5-27	Break Activities/activities	Waiting and motion	Life skills with ESD	No		
WF5-31	Capturing Participation Hours	Zero participation	Commerce start stacked activity full time in the beginning.	No		
WF5-34	Participation with ESD	Waiting and over processing	Increased use of the College WEX component during the longer break activities	No		
WF5-39	Training	Waiting, transportation	Change required office visit for good cause to allow phone conversation	No		
WF5-41	Capturing Participation Hours	Waiting	Allow all partners to work with pending TANF status cases	No		

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WF5-42	Training	Defects	Don't describe commerce programs as paid or unpaid to clients, allow that to be explored when client meets with Commerce	No		
WF5-43	Capturing Participation Hours	Waiting/over processing	Shorten timeframes for client to meet with contractor and make immediate contact for scheduling with the contractor	No	With Debbie at HQ	
WF5-45	Break Activities/life skills	Transition gaps	DSHS provides break activities and code all participation hours during the break	No		
WF5-47	Continuous Activity Planning (CAP)	Transition gaps	End of program collaboration with DSHS and college	No		
WF5-48	Continuous Activity Planning (CAP)	Transition gaps	exit strategy interviews on successful completion (all partners involved, case staffing when exiting a program)	No		
WF5-5	IT enhancements	Transportation/over processing	Referral code for all commerce programs at initial IRP. Commerce will update correct program after meeting with client	Yes	Take to triage 9/18/14	AWR 261219 new referral code for Commerce programs
WF5-51	Co-location	Defects, waiting	Collocated partners in the CSO	Yes	Combined with WF3-38 and WF4-2, 8/26/14 as one document. Retrieving more information for Babs	
WF5-53	Training	Transition gaps	More consistent training on eJAS reports	No		
WF5-6	Policy	Transportation/defects	Allow partners more ownership of their component such as change the referral code to appropriate component and fixing schedule start and end dates when needed	Yes	None needed	Workgroup has determined this would violate DSHS labor agreements

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WF5-8	Continuous Activity Planning (CAP)	Transition gaps	Next activity for the parent being established 2 weeks prior to current activity ending (overlapping IRP)	No		
WF5-9	IT enhancements	Transition gaps	Allow the JS component to extend out past 90 days for to avoid continually updating components and IRP when client is in JS through Commerce more than 90 days	Yes	Take to IT triage 9/18/14	AWR 261228 for JS component will be allowed to be input for more then 90 days
WF6-10	SSI Process Improvements	No clear understanding of who to refer to	Case staffing's with SSIF prior to making an SSI referral	No		
WF6-11	Training	Inappropriate referrals	SSI eligibility training for WFPS and social workers	Yes	Workgroup has determined that this training tool is in the process of being developed through the Social Service Academy as well as by CSD Onboarding.	Workgroup has determined to be already in place
WF6-18	Partnerships	Lack of communication, no updated information	CSO designates social worker as liaison to p	No		
WF6-2	Participation while removing barriers	Participation issues	Identify more qualified services for homelessness activities	No		
WF6-24	SSI Process Improvements	Churn, waste, duplication	Keep SSI track clients with the SSIF	No		
WF6-27	Participation while removing barriers	Lack of participation	More focus on what the client can do rather than what the client cannot do	No		
WF6-29	SSI Process Improvements	Churn	SSI track become outcome based	No		
WF6-30	Participation while removing barriers	Barriers, participation	DV clients need to be integrated into participation sooner (even small steps)	No		

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WF6-31	Partnerships	Long process for SSI approval	Explore CSD DBHR joint pilot project using mental health supported employment model for TANF mental health population that aren't approved to SSI	No		
WF6-33	SSI Process Improvements	Failure to follow through	Intensive case management for SSI track	No		
WF6-38	Participation with Housing partners	Access to housing	CSO uses vulnerability assessment (VAT) tool for homelessness for coordinated entry	No		
WF6-42	Training	Workers not aware of motivation, tools to help	Post local events and professional seminars related to WF case management on CSD home page	No		
WF6-43	Assessments	Inappropriate referrals	Change the TANF disability criteria to match SSI criteria	No		
WF6-5	Assessments	Poor/inadequate medical evidence	Involve community providers on how we collect medical evidence from them. Get the voice of the providers	No		
WF6-7 (6)	Assessments	Poor/inadequate medical evidence for SSI verification	Eliminate or revise 10-353 to include SSI track cases	No		
WF6-9	SSI Process Improvements	Lack of medical information and limitations of clients	Request collateral documentation from partners working with parents	No		